

Public Health - Seattle and King County

Goals, Actions, Results, and Measures (GARMs) City of Seattle Performance Expectations 1999 – 2000

Corresponds to the Health Department goal #7: Provide for timely, consistent and clear two-way communication tailored to the individual communities the department serves

1999 – 2000 GOALS	ACTIONS	KEY RESULTS	MEASURES
#1: Increase confidence in local government.	Deliver Transport and Triage Van service to 3 new neighborhoods. (CPI)	Capacity to respond, triage and transport people who are publicly inebriated in the University District, Ballard and parts of Aurora Ave. is created.	# of Contacts; # of pick-ups; # of non-pick-ups; # to H'view; # to Sobering Center; # to Detox; # to Shelter; # to Street.
	Establish a triage center at Harborview for inebriated patients. (CPI)	Harborview is able to triage homeless, mentally ill, chemically abusing and developmentally disabled/chemically abusing patients to the most appropriate service.	Reduction in the number of multiple units responding to an individual case; clients and service provider's report of more appropriate referral rates.
	Work with communities to understand, manage and resolve environmental concerns.	Communities know about and use the resources within the Health Dept. to help them assess environmental concerns and devise appropriate strategies to respond to those concerns.	Increases in the number of calls for data reports and community profiles; reports of satisfaction from communities after services have been delivered; HD employees report services requested are broader in scope, and detail. # of issues resolved
	Continue to manage Seattle public health concerns while operating a joint City and County Department of Public Health	The City will continue to exercise policy and expenditure control over its financial contribution to the health department over and above the City Motor Vehicle Excise Tax dollars contributed pursuant to state law.	Quarterly reports to the City of Seattle; monthly meetings of the Joint Executive Committee; briefing to the City Council as requested; internal Seattle Oversight Committee meetings: full involvement in all City led initiatives, community education pieces and reports.

Public Health - Seattle and King County

Goals, Actions, Results, and Measures (GARMs) City of Seattle Performance Expectations 1999 – 2000

Corresponds to Health Department goal #7: Provide for timely, consistent and clear two-way communication tailored to the individual communities the department serves.

1999 – 2000 GOALS	ACTIONS	KEY RESULTS	MEASURES
#2: Improve service to our customers	<p>Develop and implement the Health Department's new management information system, "Sea-King Information Links" (SKIL) which will provide:</p> <ul style="list-style-type: none"> • Registration processing for individual or entity services • Immunization tracking • Encounter processing • Billing and accounts receivable processing • Appointment scheduling • Pharmacy management capability • Practice/patient management • Prevention activity/tracking • Environmental Health activity/tracking • Interfaces to related systems and services • A common platform and integration of all Dept. information systems • Confidentiality and security levels sufficient to insure integrity of data and protect individual's rights regarding personal information. 	<p>Patients and other clients of the Seattle-King County Department of Public Health will receive better service</p> <p>Communicable disease outbreaks are tracked</p> <p>Immunization rates are improved</p> <p>Pharmacy/drug interactions are available to be checked on-line for better prescriptive services</p>	<p>Patient satisfaction surveys reflect to the extent possible satisfaction with the parts of the system that they access (registrations, billing, appointment scheduling). To be obtained from patient satisfaction surveys taken periodically at clinic sites.</p> <p>Reports of satisfaction with the system by HD employees. To be obtained from employee surveys.</p> <p>Reports of satisfaction with the system from HD contractors, vendors and other customers. To be obtained from vendor surveys taken periodically by Admin Services</p>

Public Health - Seattle and King County

Goals, Actions, Results, and Measures (GARMs) City of Seattle Performance Expectations 1999 – 2000

Corresponds to the Health Department goal #6: Employ and retain a skilled workforce that reflects the diversity of the community

1999 – 2000 GOALS	ACTIONS	KEY RESULTS	MEASURES
#3: Support our workforce.	Continue Department-wide Diversity Management Initiative that includes work in the following priority areas: Recruitment, Hiring and Retention; Employee Development; Problem Solving/Conflict Resolution; Organizational Development; Supervisor/Management Development.	Increased diversity among staff; Increased staff retention levels; Increased number of supervisors and managers trained; Focused employee professional development plans created and implemented; Appropriate employee training programs planned and implemented; Improvements in employee selection process.	Employment and EEO reports; Employment and retention reports; Information derived from performance evaluations; Diversity Management Committee (DMC) and Senior Management Team (SMT) reports to the Director.

Public Health - Seattle and King County

Goals, Actions, Results, and Measures (GARMs) City of Seattle Performance Expectations 1999 – 2000

Corresponds to the Health Department goal #1: Provide needed or mandated health services and prevention programs to address individual and community health concerns

1999 – 2000 GOALS	ACTIONS	KEY RESULTS	MEASURES
#4: Work with the community based partners to increase capacity.	Continue our partnership efforts with the Community Health Council and over 60 other community based organization. Continue working on the King County Health Action Plan.	<p>A community benefits program will provide community needs information and priorities to local health plans and physician groups to focus charitable giving by these groups on the greatest needs, e.g. asthma prevention, mental health services among uninsured.</p> <p>Preventive services will be promoted by measuring and reporting current levels of services provided to area residents. Approach makes use of the principle “what gets measured, gets done.”</p> <p>Uninsured children will be enrolled in Healthy Options through coordinated outreach with community-based organizations.</p> <p>Increase access to mental health and chemical dependency services by promoting health insurance coverage on par with coverage for other health services.</p>	<p>Health plans and physician groups voluntarily will report annual charitable giving levels and charitable activities in priority areas.</p> <p>Health plans voluntarily will report utilization of preventive services; utilization is expected to increase over time.</p> <p>Number of previously uninsured children enrolled in target areas: White Center and Seattle.</p> <p>Number of KCHAP Steering Committee employers that adopt comparable coverage of mental health and chemical dependency services.</p>

Public Health - Seattle and King County

Goals, Actions, Results, and Measures (GARMs) City of Seattle Performance Expectations 1999 – 2000

Corresponds to the Health Department goal #4: Promote healthy living conditions and healthy behaviors

1999 – 2000 GOALS	ACTIONS	KEY RESULTS	MEASURES
#5: Focus on the assets of youth	<p>Work to ensure every school-aged child in Seattle has access to health care. (Seattle campaign for Kids 2001)</p> <p>Establish middle school student support centers, expansion of school based health centers to Seattle High schools</p> <p>Relocate and expand dental services at the North Public Health site.</p>	<p>In 1999, 2,000 additional children will obtain access to health care;</p> <p>In 2000, another 2,000 of additional children will obtain access to health care.</p> <p>Middle school students will have access and know where to go for services. Services to teens will be provided based on demonstrated need (i.e. mental health counseling).</p> <p>More dental services will be available at the North Region site (expands current capacity)</p>	<p>Reports from the Seattle-King County Department of Public Health database</p> <p>Openings of all the centers. Reports from the Levy Oversight Committee.</p> <p>7,100 dental visits at the North area site will be provided.</p>

Public Health - Seattle and King County

Goals, Actions, Results, and Measures (GARMs) City of Seattle Performance Expectations 1999 – 2000

Corresponds to the Health Department goal #5: Control and reduce the exposure of individuals and communities to environmental or personal hazards

1999 – 2000 GOALS	ACTIONS	KEY RESULTS	MEASURES
#6: Respond to emergent public health crises'	Establish Sobering Center and support services. (CPI)	Chronic Public Inebriates have a safe alternative to the street for chronic public inebriates.	# of people using the sobering center, # of people linked to treatment, linked to housing and other services.

Corresponds to the Health Department goal #4: Promote healthy living conditions and healthy behaviors

1999 – 2000 GOALS	ACTIONS	KEY RESULTS	MEASURES
#7: Employ cross-departmental strategies that prevent illness and injury and promote health	Link with existing efforts to expand and improve supported housing and provide housing services coordination via the housing specialist. (CPI)	Housing providers and developers will be able to work collaboratively with the HD to develop housing and services to specifically address the needs of CPI and other priority populations	Measurement based on plans that are in place to house CPI at mid-year 1999 (6 mos) at the end of 1999 (12 months) and mid 2000 (18 months). Also on the presence of CPI and other priority population housing needs addressed in housing developers strategic plans
	Continue efforts to reach out to vulnerable populations and link them to health care (i.e. the Lesbian Health Education and Outreach Project, the community asthma education project and tobacco initiative).	Identified vulnerable populations such as children with asthma, elderly African-Americans and lesbians are linked to appropriate health care services.	Reports from HD detailing numbers of services and all effectiveness measures. May include: # of people served; # of referrals for service completed; referral compliance follow-up information derived from providers; increased rates of demand for service.